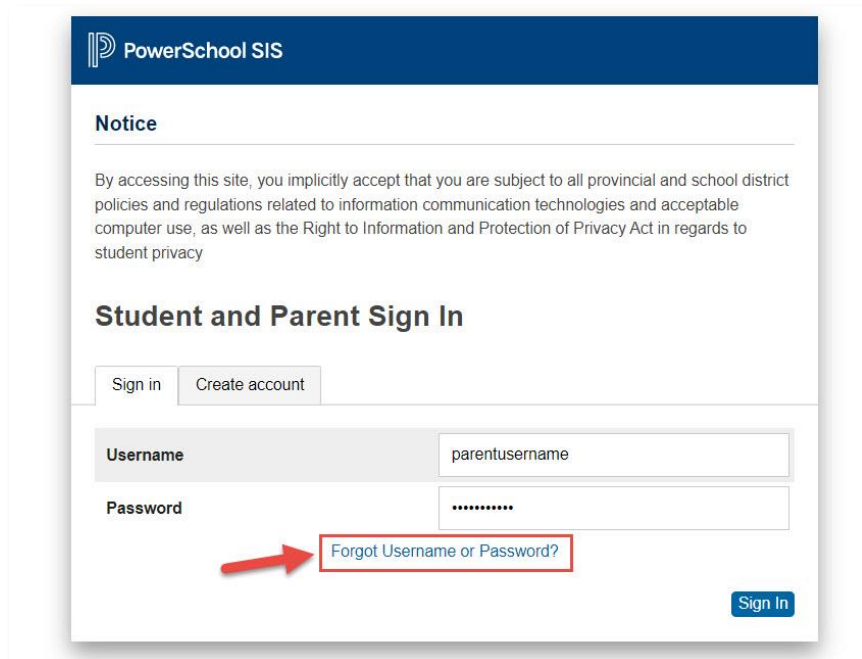


## How to retrieve or reset Public Portal login information (Parents)

When public portal login information is forgotten, such as username or password, you can retrieve your forgotten username or reset your forgotten password. To reset your password, you need to know your username and email associated with your public portal account. If you want to retrieve your username, you need to know your email associated with your public portal account.

### Resetting your password

- From the main Public Portal login page, click on Forgot Username or Password?



The screenshot shows the PowerSchool SIS login interface. At the top, there is a blue header with the PowerSchool SIS logo. Below the header is a "Notice" section with a horizontal line. The main content area is titled "Student and Parent Sign In". It features two buttons: "Sign in" and "Create account". Below these are two input fields: "Username" with the text "parentusername" and "Password" with masked characters "\*\*\*\*\*". A red arrow points to a link labeled "Forgot Username or Password?". A "Sign In" button is located at the bottom right of the form area.

- To reset your password, enter your username and email that are associated with your public portal account, and click on enter.


If you do not receive an email within the next 5 minutes, it indicates that the information entered does not match. You will need to contact the school for support.






- After you select enter you will be greeted with the following message.

- If the information you entered is accurate, you will receive the following email, click on the link and it will take you to a page that will ask you to enter a new password.

**PS. The link is valid for 24 hours.**

PowerSchool Password Reset Request

 DataConnect.SIS@nbed.nb.ca  
To

 Reply
  Reply All
  Forward
 


Thu 2/17/2022 11:05 AM

You recently requested a new password.

To reset your password, visit the link below. This link is valid for only 24 hours.


[https://can01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fsisasdw.nbed.nb.ca%2Fpublic%2Frecover\\_password.html%3Ft%3DDJjYNBvZkTcVMB0TltVCX0000bee2&data=04%7C01%7CMarc.Michaud%40NBED.NB.CA%7C9a8ca2154d8f48f5c14108d9f226cd42%7C4d2b5fd4d24911870968cc2f465c9f%7C0%7C0%7C637807070725654739%7CUnknown%7CTWFpbGZsb3d8eyJWljoimC4wLjAwMDAilCjQjoiv2luMzliCjBTil6k1haWwiiLjVCI6Mn0%3D%7C3000&data=pjMIHTP9kOzMRZ91UA8iBU8FGikpPs825uy5qC31Y1Y%3D&reserved=0](https://can01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fsisasdw.nbed.nb.ca%2Fpublic%2Frecover_password.html%3Ft%3DDJjYNBvZkTcVMB0TltVCX0000bee2&data=04%7C01%7CMarc.Michaud%40NBED.NB.CA%7C9a8ca2154d8f48f5c14108d9f226cd42%7C4d2b5fd4d24911870968cc2f465c9f%7C0%7C0%7C637807070725654739%7CUnknown%7CTWFpbGZsb3d8eyJWljoimC4wLjAwMDAilCjQjoiv2luMzliCjBTil6k1haWwiiLjVCI6Mn0%3D%7C3000&data=pjMIHTP9kOzMRZ91UA8iBU8FGikpPs825uy5qC31Y1Y%3D&reserved=0)

If clicking the link above does not work, copy and paste the web site address in a new browser window instead.

If you have forgotten your username, click the "Having Trouble Signing In?" link on the sign in page and follow steps for recovering your username.

Note: Replies to this message are not monitored or answered.

- Enter your username, then select a new password. Your password will need to meet the security requirements listed. Once your password is updated, select enter, and you will be signed in automatically.




### Recover Password

Enter your username and password.

New password must:

- Be at least 8 characters long
- Contain at least one uppercase and one lowercase letter
- Contain at least one letter and one number
- Contain at least one special character

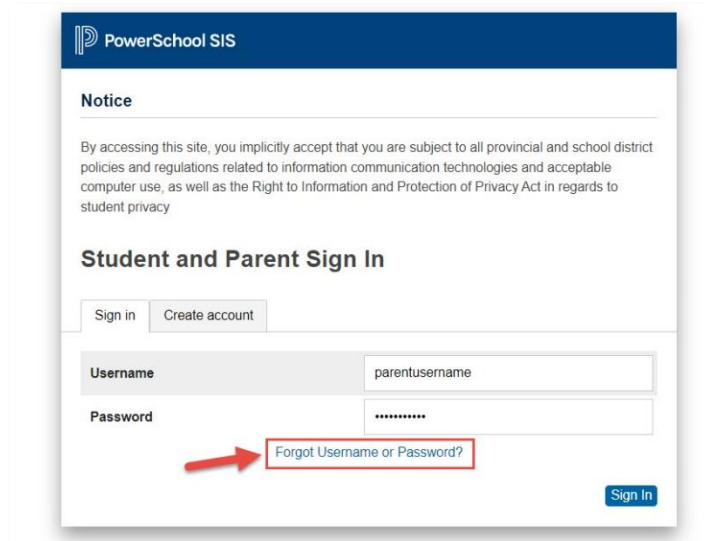
<b>Username</b>	<input type="text" value="parentusername"/>
<b>New Password</b>	<input type="password" value="Enter new password twice"/>
<b>Confirm New Password</b>	<input type="password" value="Enter new password twice"/>



Once your password has been updated you will be signed in. Please remember your new password.

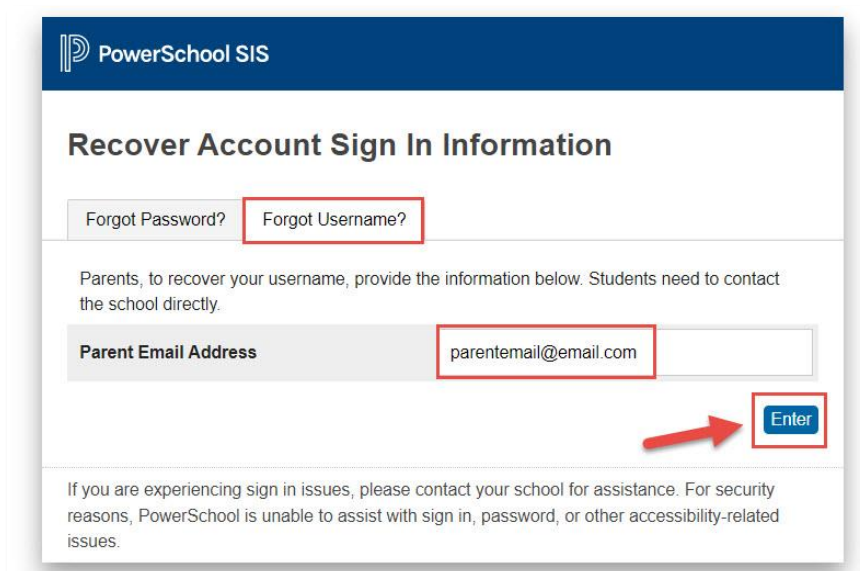
## Retrieving a forgotten username

- From the main Public Portal login page, click on Forgot Username or Password?



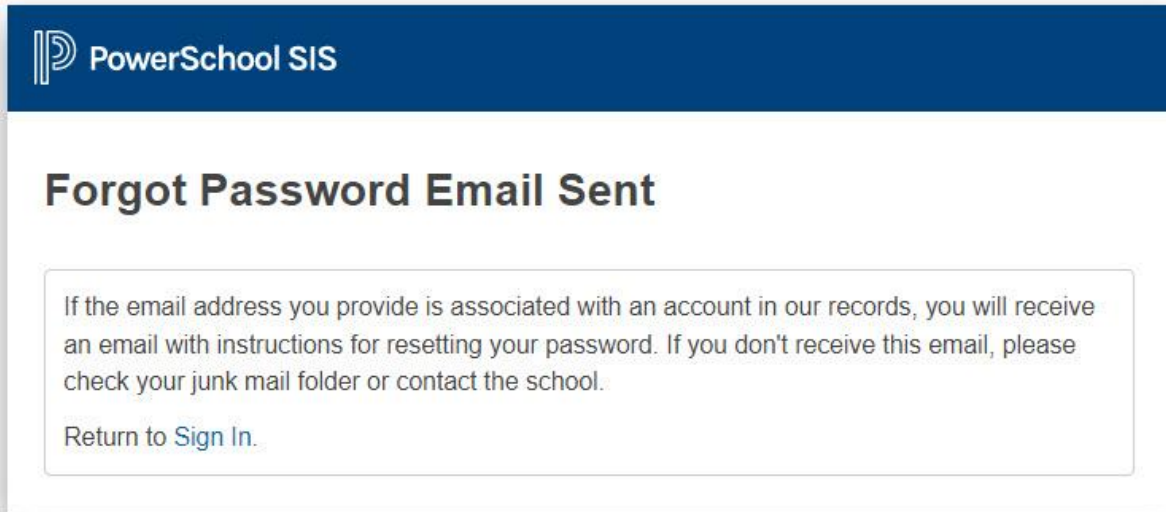
- To retrieve your username, select the “Forgot Username?” tab and enter the email that is associated with your public portal account, then click on enter.

If you do not receive an email within the next 5 minutes, it indicates that the information entered does not match. You will need to contact the school for support.

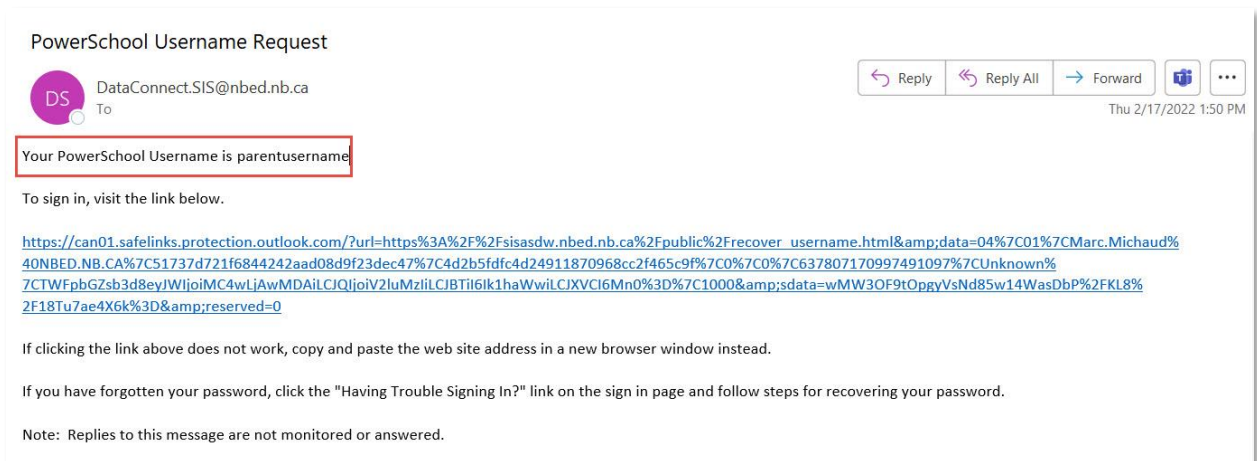


- After you select enter you will be greeted with the following message.

PS. Whether you select forgot password or forgot username, you will be greeted with the same message.



- If the information you entered is accurate, you will receive the following email, containing your forgotten username.



<b>Process Name:</b>	How to retrieve or reset Public Portal login information (Parents)
<b>Last Updated:</b>	9/7/2022 11:49:00 AM
<b>Initial Author:</b>	Marc Michaud
<b>Last Updated by:</b>	
<b>Time period(s) most often used:</b>	All Year